

## MOOIKLOOF GLEN

### STANDARD OPERATING PROCEDURES

#### Clubhouse Venue Hire - Mooikloof Glen Estate Function Facilities

Name: \_\_\_\_\_ Stand Number: \_\_\_\_\_

Date of function: \_\_\_\_\_

#### VENUE FUNCTION HIRE COST OF R3000.00 (08H00 to 23h00):

1. VENUE HIRE: R1500.00
2. REFUNDABLE BREAKAGE DEPOSIT: R1500.00

To confirm your booking, the total amount of R3000.00 must be paid within 14 days before the function date.

### MOOIKLOOF GLEN TERMS & CONDITIONS

#### All bookings to be made with Pretor Group

- 1) Once a date has been provisionally booked, the full amount must be paid within a seven day period of this provisional booking. If this payment is not received, MOOIKLOOF GLEN reserves the right to cancel the provisional booking without notification thereof. Provisional bookings on Peak days, e.g. weekends, maybe forfeited within the seven day period if the client cannot be contacted.
- 2) Application in writing for a second seven-day provisional booking period may be made. Should an extension not be requested, MOOIKLOOF GLEN reserves the right to cancel the provisional booking without notification thereof.
- 3) Should a function be cancelled for whatever reason, once the payment has been made, the payment will only be refunded once the date has been re-booked by another function? This refund will be made less a 25% handling fee. Should the venue not be re-booked, the full amount will be forfeited. Only written cancellations will be accepted. Should the function be cancelled within a fourteen day period prior to the function, refunds of any payments made, remain at the sole discretion of MOOIKLOOF GLEN Estate.

4) **Payment procedure:** To be paid direct to Pretor into the following account:

**Mooikloof Glen – Trust Account**

**FNB Branch Code:** 251445

**Account Number:** 5142 4279 408

**REFERENCE:** SMKG43005X

**Within 7 days of booking:** Full fee including breakage deposit

**PLEASE NOTE:**

**NO CASH WILL BE ACCEPTED OR IS ALLOWED TO BE ACCEPTED AT THE CLUBHOUSE/ESTATE MANAGER**

- 5) MOOIKLOOF GLEN Estate will not be held liable for interruptions of services (water, electricity, and sanitary services.)
- 6) Service providers, e.g. photographers and DJ's that will remain at the reception must be included in your final numbers and they will conform to rules and regulations of MOOIKLOOF GLEN Estate.
- 7) MOOIKLOOF GLEN Estate, its employees or any other person employed at any function, will not be held responsible for loss or injury to persons due to negligence or any other cause whatsoever.
- 8) Should MOOIKLOOF GLEN Estate, surrounding gardens, décor or napery be damaged during the set-up or breakdown operations of the function, the client shall be held responsible and will be deducted from the breakage deposit.
- 9) All decorators employed by the client at the client's request, are responsible for their own clean up. Kindly note: This includes Florists. MOOIKLOOF GLEN Estate will not supply any staff to assist service providers. Service providers are to report to the Estate Manager before off-loading, so that instructions can be given. **Failure to do so will result in a penalty of R 300.00 that will be automatically deducted from breakage deposit. Florists are to clean up after themselves.**
- 10) Service areas e.g. Pool pump housing and estate office, are strictly restricted to the staff of MOOIKLOOF GLEN Estate.
- 11) All Decorators employed by the client, at the client's request, must sign a service provider agreement. (Kindly note that this contract takes effect when full amount is paid.)
- 12) **No paper/plastic confetti or any other snippets of material is to be used in or around the venue for decorative or any other purpose.**

- 13) MOOIKLOOF GLEN Estate reserves the right to cancel any function forthwith and without any liability on its part in the event of any damage to or destruction of the venue by force beyond MOOIKLOOF GLEN Estate's control – fire, flood, labour unrest or any other cause whatsoever.
- 14) MOOIKLOOF GLEN Estate accepts no responsibility for the actions of any suppliers, recommended or otherwise.
- 15) MOOIKLOOF GLEN Estate reserves the right to close the function at any time, and for any reason if the function is deemed to be harmful to the property, staff or residents of MOOIKLOOF GLEN Estate.**
- 16) MOOIKLOOF GLEN Estate reserves the right to close the function at any time, and for any reason if noise levels are deemed disturbing to staff or residents of MOOIKLOOF GLEN Estate.
- 17) **The client must confirm all cancellations in writing.**
- 18) All service providers of the function must be made known to MOOIKLOOF GLEN Estate no later than 14 days before function.
- 19) No function shall extend past the times specified for any reason whatsoever. In case of exceeding the times prescribed, a fee of R 300 per hour will be levied, and deducted from the deposit.**
- 20) All décor and props the function must be removed before 09h00 on the day following the function. Any items not collected by this time, will be removed from the venue and MOOIKLOOF GLEN Estate will not be held responsible for the storage or safekeeping of these items. An appointment will need to be made in order to pick up such items.
- 21) No verbal changes will be accepted by MOOIKLOOF GLEN Estate after paying deposit.
- 22) **No candles to be placed directly on tables.** It is your responsibility to ensure appropriate precaution is made in this regard. Candle holders must be wide enough to prevent the wax from dripping onto any tables. MOOIKLOOF GLEN Estate reserves the right to remove any candles, should such precaution not be taken. MOOIKLOOF GLEN Estate furthermore reserves the right to charge client in full, for damages caused to any tables or chairs as a result of burns and or wax drippings.
- 23) The facility must be clean after each function. A fee of R 300 will be levied and deducted from the deposit if facility is not clean.**
- 24) Please be advised that all final operations details will be completed by MOOIKLOOF GLEN Estate no less than one hour prior to your Function.**

- 25) No more than 50 people will be allowed per function. Should this number be more, the person/institution hiring the venue must apply in writing to the HOA of MOOIKLOOF GLEN Estate that will approve or reject the request.
- 26) The venue will not be rented for political gatherings of any sort or nature. In the event that the HOA and the Managing Agent has been misled to the nature of the function, a penalty of R 1 500, 00 will be instituted against the perpetrators.
- 27) Non-resident owners whose levy accounts are in arrears by 30 days or more will not be permitted to rent out the Clubhouse for private functions until such time as the account is up to date.
- 28) It is the responsibility of the Owner to ensure their guests, visitors, service providers and decorators conduct themselves in an orderly and responsible manner. The Owner undertakes that all guests, visitors, service providers, decorators and anyone involved with the function entering the estate must proceed directly to the clubhouse and remain there at all times. When exiting they are to proceed directly to the security gatehouse and not drive around the estate under any circumstances. The Owner further undertakes to be the last person the leave the function and ensure the clubhouse is locked and secured. A transgression of any nature in this regard will result in the immediate forfeiture of their deposit and may, at the discretion of the HOA, result in further fines.

**I hereby agree to abide by the Terms and Conditions as set out by MOOIKLOOF GLEN Estate's Terms and Conditions Document:**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Witness Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Dated this day** \_\_\_\_\_ **Month of** \_\_\_\_\_ **20** \_\_\_\_\_

**Place:** \_\_\_\_\_

## **Terms and Conditions for Decorators**

- 1) Decorators may set up from 9h00 on the day of the function for day functions and 16h00 on the day of the function for evening functions.
- 2) Appointments need to be made should you wish to do a mock up. As far as possible, these should be restricted to weekdays, as weekends are peak days for functions.
- 3) Decorators are required to provide their own staff to both set up and break down and clean up. MOOIKLOOF GLEN Estate staff will not be permitted to help.
- 4) Decorators are required to provide their own equipment, e.g. scissors, prestick, extension cords, double adaptors, buckets etc.
- 5) Should MOOIKLOOF GLEN Estate, surrounding gardens, décor or napery be damaged during the set-up or breakdown operations of the function, the client shall be held responsible and will be billed accordingly.
- 6) All Decorators need to be finished one hour before the function.
- 7) Should the staff of MOOIKLOOF GLEN Estate be required to move any décor during the course of the function, we will not be held responsible for any damage or loss that may occur.
- 8) All décor and props for day functions must be removed by 16h00 on the same day as the function or for evening functions, before 09h00 on the day following the function. Any items not collected by this time, will be removed from the venue and MOOIKLOOF GLEN Estate will not be held responsible for the storage or safekeeping of these items. A storage fee of R100 per hour will be levied and deducted from deposit for storage an appointment will need to be made in order to pick up such items.
- 9) Any décor and props not picked up within a five-day period will be disposed of.
- 10) No verbal changes will be accepted by MOOIKLOOF GLEN Estate after confirmation of this document.

**I hereby agree to abide by the Terms and Conditions as set out by MOOIKLOOF GLEN Estate's Terms and Conditions Document:**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Witness Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Dated this day** \_\_\_\_\_ **Month of** \_\_\_\_\_ **20** \_\_\_\_\_

**Place:** \_\_\_\_\_

**This Standard Operating Procedure was approved as follows:**

SIGNED ON THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**CHAIR NAME:**

\_\_\_\_\_  
**DEPUTY CHAIR NAME:**

\_\_\_\_\_  
**DIRECTOR 1 – NAME:**

\_\_\_\_\_  
**DIRECTOR 2 – NAME:**

\_\_\_\_\_  
**DIRECTOR 3 – NAME:**

\_\_\_\_\_  
**DIRECTOR 4 – NAME:**

This standard operating procedure was approved by the directors of the MOOIKLOOF GLEN Home Owners Association. No exceptions to these procedures will be made.